

# Working with LGBTQ+ patients: Clinical Considerations

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# Exploring Gender and Sexual Orientation

- What have you learned about what it means to be feminine?
- What have you learned about what it means to be masculine?
- What have you learned about what it means to be nonbinary?
- How have you experienced personal attraction to others? to persons identifying as men? to persons identifying as women? to persons identifying as non-binary? and to persons with other identities?

# Terms

- Gender identity
- Sexual orientation
- Gender coding and expression
- Gender dysphoria

# Clinical Best Practices

- Acceptance and following the client's lead through their journey
- Language: How do you identify?
  - Respecting names and pronouns through practice
  - Awareness of body dysphoria triggers and passing culture
  - Honoring difference between orientation, gender identity and expression/coding
- Acknowledging mistakes up front and in the moment: Impact versus intent
- Encouraging and thanking client in correcting your mistakes

# Clinical Best Practices

- Be aware of internalized homophobia, transphobia, etc. in yourself and client
- Social and cultural support during transitioning or exploration: acknowledging the culture
- Support through transitioning
  - Neutral exploration, affirming autonomy in decision making
  - Self-injections with Hormone Replacement Therapy (HRT)
  - Experiences of grief and joy
- Making referrals

# Clinical Best Practices

- Ask about celebrating important dates e.g. date of starting HRT
- Awareness of common experiences of trauma and resilience
- Sitting in the challenge, working with countertransference

# Barriers to Healthcare: External

- Stigma and discrimination
- Insurance coverage/
- Financial/transportation
- Family/Social
- Lack of resources of affirming providers
- Need for multiple letters for HRT/Surgery
- Needing to receive a DSM diagnosis
- Concerns about Covid-19
- Finding a physician (not all do hormone replacement therapy)

# Barriers to Healthcare: Internal

- Coming out to self
- Coming out to family/friends
- Past experiences of discrimination
- Perceived financial barriers
- Fear of self-injections
- Fear of increasing symptoms of dysphoria
- Decreased volition due to internalized shame, transphobia, homophobia



# Questions

UTAH

pride

**SUICIDE PREVENTION  
AND SERVICES**

# Protective Factors

As mentioned previously, this suicide prevention plan addresses suicide from a risk and protective model. Reducing risk factors and enhancing protective factors are critical components of any prevention plan. Nine protective factors were identified and are presented in the following pages as a guide for prevention. Each protective factor includes goals and corresponding strategies to achieve the goals. The level of the social ecological model (SEM) is also included.



Increase availability and access to quality physical and behavioral health care

LGBTQ+ Affirming Care



Increase social norms supportive of help-seeking and recovery

Level of SEM:



Societal

\*from Utah Suicide Prevention Coalition - Prevention Plan 2017-2021

**Is your practice LGBTQ+ inclusive?**

**How would an LGBTQ+ person know that?**

# LGBTQ+ Inclusion Assessment

1. Website and social media
2. Google business details
3. Front desk
4. Physical environment
5. Language, Education, and Affirming Care
6. LGBTQ+ Resource Guides & Marketing
7. Policies, Procedures and Forms

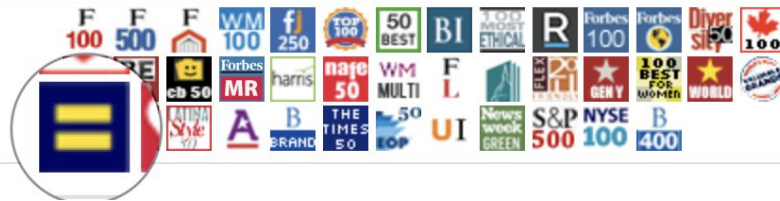
\*There are far more than 7, but this list will get you started.

1) **Website and social media** - any mention of LGBTQ inclusion, diversity statement, diversity in staff, images, rainbow/HRC icons, LGBTQ tab, EEO statements, HRC Corporate Equality Index, HRC Healthcare Equality Index

**Remote Work Level:** Option for Remote Work

**Travel Required:** No

**Accolades:**



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It can be difficult in Southern Utah to find a therapist that has worked with and understands the challenges of LGBTQ individuals in the context of St. George and Southern Utah. Finding a therapist and counselor that is a strong advocate for equal rights, rights for all people of all backgrounds. I feel strongly about freedom and equal rights for the LGBTQ individuals within this community and abroad. Possibly you are looking for a counselor or therapist to talk

# HEI Scoring Criteria



## Benchmarking Tool



<https://www.hrc.org/hej>

## 2) Google business details

## 3) Front Desk/First Contact

“Is your business LGBTQ+ inclusive?”

“Where is your closest non-gendered restroom?”

Give all people all the options:

“We have a men’s restroom to your left, a women’s to the right, and a non-gendered restroom upstairs to the left.”

7:27 1 LTE

< About Thai Bloom!

- ✓ Comfort food
- ✓ Happy hour food
- ✓ Healthy options
- ✓ Small plates
- ✓ Wine
- ✓ Happy hour drinks
- ✓ Hard liquor
- ✓ Quick bite
- ✓ Vegetarian options

Dining options

- ✓ Lunch
- ✓ Catering
- ✓ Dessert
- ✓ Table service
- ✓ Dinner
- ✓ Delivery
- ✓ Seating
- ✓ Takeout

Atmosphere

- ✓ Casual
- ✓ Cozy

Crowd

- ✓ College students
- ✓ Groups
- ✓ Family-friendly
- ✓ Tourists

Planning

- ✓ Accepts reservations
- ✓ LGBTQ friendly
- ✓ Transgender safespace

Payments

- ✓ Debit cards
- ✓ Credit cards

← Here is where you can also add gender-neutral restrooms.



#### 4) **Physical environment** - posters, pins/stickers, books/magazines, inclusive restrooms, pronouns on name badges of everyone



**We take pride in being your financial partner.**



We see your potential and possibilities and believe that an inclusive society creates a better future for us all.

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U.S. Bank is proud to support Seattle PRIDE.



the POWER of POSSIBLE.



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## 5) Language, Education, and Affirming Care

### Using Inclusive Language Matters.

Examples:

For a trans man use “chest” instead of “breasts” no matter their appearance.

If they disclose they are in a relationship with a non-binary person use the word “partner” instead of girlfriend or boyfriend.

When someone who presents as male says my fiance or partner do not assume they are referring to a woman and keep their pronouns neutral until you hear otherwise. Follow their lead.

## **6) LGBTQ+ Resource Guides & Marketing**

Where do you list your business?

Who do you collaborate with?

Who knows you are inclusive and how?

Do you participate in Pride events?

Do your charitable donations/sponsorships include LGBTQ+ orgs?

## **7) Policies, Procedures and Forms**

Do your forms allow places for Preferred Name and Pronouns?

Do you use gender neutral language? Their vs. His/Her

Do you have inclusive hiring practices? EEO statements?

Do you offer LGBTQ+ health insurance?

Parental leave vs. Maternity/Paternity?

## **Using pronouns**

Why? - To respect others and affirm their identity.

When? - At all times for all people.

How? - It's easy and takes seconds.

## **Best Practices**

Use for everyone including yourself

Use as an extension of your name or title

See handout for examples

Use in your email signature line and on your business cards

Use on your name badges even for visitors (can use stickers)

Use on conference calls and virtual meetings

Use in patient charts

Use on dry erase boards in hospitals

If someone corrects you simply say “thank you”, make the correction, and continue

**Offer your pronouns first** - “Hi, I’m Katie and I use she and her pronouns.”

**Offer and ask** - “Hi, I’m Katie and I use she/her pronouns. How would you like to be addressed?”

**Remind me again** – “Hi meet my new friend Jordan...remind me of your pronouns again.” “Oh yes, and Jordan uses she and her pronouns.”

**Introduce others with their pronouns** - “Katie meet Aiden they/them pronouns. Aiden meet Katie she/her pronouns.”

## Suicide Loss Support Line

When there is a suicide loss, call the Utah Pride Center to get the family and caregivers connected to support.

**(833) LOSS-UPC**

(833-567-7872)



## Suicide Loss Support Group

Learn about resources  
through conversation and  
support from those who have  
been in your shoes.



Virtual Meeting

Date: 7/22/20

Time: 6-7:30pm (MST)

Email [prevention@utahpridecenter.org](mailto:prevention@utahpridecenter.org) to receive the invite link

<https://utahpridecenter.org/prevention>



## Help is available 24/7

### National Suicide Prevention Lifeline:

1-800-273-8255

Options for deaf and hard  
of hearing:

1-800-799-4889

**Crisis Text Line:** Text  
HOME to 741741

<https://utahpridecenter.org/prevention>

### The Trevor Project

Lifeline: 1-866-488-7386

TrevorText: text START to  
678678

### Trans Lifeline:

1-877-565-8860  
(8am-2am MST)

## Contact Our Team



**Email:** [prevention@utahpridecenter.org](mailto:prevention@utahpridecenter.org)

**Website:** <https://utahpridecenter.org/prevention>

**Suicide Loss Support Line:** 1-833-LOSS-UPC

**Utah Pride Center Phone:** 1-801-539-8800

**Address:** 1380 Main St., Salt Lake City, UT 84115

# Community Calendar

Events for week of 2020-07-12

« Previous

Next »

Sun 12th	Mon 13th	Tue 14th	Wed 15th	Thu 16th	Fri 17th	Sat 18th
<p><b>Families Like Ours</b> July 12 @ 1:00 PM - 3:00 PM <a href="#">Utah Pride Center</a></p> <p><b>TransAction Weekly Meetings</b> July 12 @ 1:30 PM - 3:00 PM <a href="#">Online-Virtual</a></p>	<p><b>LGBTQ+ Veterans Daily Mental Health Drop-In Conference Call</b> July 13 @ 12:00 PM - 1:00 PM <a href="#">Online-Virtual</a></p> <p><b>Discord Drop In Hours</b> July 13 @ 3:00 PM - 8:00 PM <a href="#">Online-Virtual</a></p> <p><b>UPC Programs Daily Hangout</b> July 13 @ 5:30 PM - 6:30 PM <a href="#">Online-Virtual</a></p> <p><b>Virtual Transgender Health Seminar: Hormones/Voice Therapy</b> July 13 @ 6:00 PM - 8:00 PM <a href="#">Online-Virtual</a></p> <p><b>SAGE Daily Call</b> July 13 @ 6:30 PM - 7:30 PM <a href="#">Online-Virtual</a></p>	<p><b>LGBTQ+ Veterans Daily Mental Health Drop-In Conference Call</b> July 14 @ 12:00 PM - 1:00 PM <a href="#">Online-Virtual</a></p> <p><b>Discord Drop In Hours</b> July 14 @ 3:00 PM - 5:00 PM <a href="#">Online-Virtual</a></p> <p><b>Youth Support Group 14-20</b> July 14 @ 5:00 PM - 6:30 PM <a href="#">Online-Virtual</a></p> <p><b>UPC Programs Daily Hangout</b> July 14 @ 5:30 PM - 6:30 PM <a href="#">Online-Virtual</a></p> <p><b>Parent and Caregiver Support Group</b> July 14 @ 6:00 PM - 7:30 PM <a href="#">Online-Virtual</a></p>	<p><b>LGBTQ+ Veterans Daily Mental Health Drop-In Conference Call</b> July 15 @ 12:00 PM - 1:00 PM <a href="#">Online-Virtual</a></p> <p><b>Men's Sack Lunch</b> July 15 @ 12:00 PM - 1:30 PM <a href="#">Online-Virtual</a></p> <p><b>Discord Drop In Hours</b> July 15 @ 3:00 PM - 5:00 PM <a href="#">Online-Virtual</a></p> <p><b>UPC Programs Daily Hangout</b> July 15 @ 5:30 PM - 6:30 PM <a href="#">Online-Virtual</a></p> <p><b>SAGE Daily Call</b> July 15 @ 6:30 PM - 7:30 PM <a href="#">Online-Virtual</a></p>	<p><b>Sampson McCormick Documentary Viewing and Live Town Hall Discussion</b> July 16 @ 5:30 PM - 7:00 PM <a href="#">Online-Virtual</a></p> <p><b>LGBTQ+ Veterans Daily Mental Health Drop-In Conference Call</b> July 16 @ 12:00 PM - 1:00 PM <a href="#">Online-Virtual</a></p> <p><b>Discord Drop In Hours</b> July 16 @ 3:00 PM - 8:00 PM <a href="#">Online-Virtual</a></p> <p><b>UPC Programs Daily Hangout</b> July 16 @ 5:30 PM - 6:30 PM <a href="#">Online-Virtual</a></p> <p><b>Adult Trans/Non-Binary Support Group</b> July 16 @ 6:00 PM - 7:30 PM</p>	<p><b>LGBTQ+ Veterans Daily Mental Health Drop-In Conference Call</b> July 17 @ 12:00 PM - 1:00 PM <a href="#">Online-Virtual</a></p> <p><b>Discord Drop In Hours</b> July 17 @ 3:00 PM - 5:00 PM <a href="#">Online-Virtual</a></p> <p><b>UPC Programs Daily Hangout</b> July 17 @ 5:30 PM - 6:30 PM <a href="#">Online-Virtual</a></p> <p><b>Parent and Caregiver Support Group</b> July 17 @ 6:00 PM - 7:30 PM <a href="#">Online-Virtual</a></p> <p><b>Youth Activity Night 10-14</b> July 17 @ 6:00 PM - 7:30 PM <a href="#">Online-Virtual</a></p>	No Events Today

View All 6





# Bastian Counseling Services

Email: [therapy@utahpridecenter.org](mailto:therapy@utahpridecenter.org)

Visit: [www.utahpridecenter.org](http://www.utahpridecenter.org)





**Thank  
You!**